डाक का देर से पहुंचाया जाना

1549. **श्री चौधरी हरमोहन सिंह :**

श्री ईश दत्त यादव :

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) देश के विभिन्न भागों में डाकियों द्वारा डाक देर से पहुंचाने के क्या कारण हैं,

(ख) क्या सरकार ने ऐसे भागों में डाक-देर से पहुंचाए जाने के लिए किसी अधिकारी/कर्मचारी को दोषी पाया है,

(ग) यदि हां, तो पिछले तीन वर्षों के दौरान कितने लोगों को सरकार ने दोषी पाया है, और

(घ) सरकार ने इस मामले में क्य कार्रवाई की है ?

संचार मंत्रालय के राज्य मंत्री (श्री सुखराम) : (क) देश के विभिन्न भागों में पोस्टमैंनों द्वारा आमतौर पर डाक समय पर वितरित की जाती है । तथापि, पोस्टमैंनों द्वारा वितरण में देरी की यदा-कदा घटनाएं हुई हैं । जिन विभिन्न कारणों से डाक से वितरण में देरी होती है, वे निम्नानुसार है :-

(i) नगरों और शहरों के तेजी से हो रहे विस्तार के कारण पोस्टमैनों के वितरण क्षेत्र का विस्तार,

(ii) पिन कोड नम्बरों के बिना अधूरें पते,

(iii) नियममित पोस्टमैनों की अनुपस्थिति के परिणामस्वरूप स्टाफ की कमी,

(iv) डाक की एकमुश्त पोस्टिंग विशेषकर त्योहारों जैसे नववर्ष की शुभकानाएं/दिवाली या राखरी की डाक,

(v) ऐसी कालोनियां, जिकने मकानों के नम्बर ठीक ढंग से आबंटित नहीं होते,

(vi) मानवीय असफलता ।

(ख) और (ग) डाक का वितरण पोस्टमैनों, अतिरिक्त विभागीय वितरण एजेंटों और अतिरिक्त विभागीय शाखा पोस्टमास्टरों द्वारा किय जाता है । वर्ष 1992-93, 1993-94 और 1994-95 के दौरान ऐसे 385 कर्मचारियों को डाक वितरण में विलंब के लिए दोषी पाया गया ।

(घ) (1) दोषी पाए गए कर्मचारियों सबंद्ध नियमों के अधीन उचित दण्ड दिया गया,

(2) वितरण स्टाफ पर पर्यावक्षण कार्य को मजबूत बनाया गया है,

(3) वितरण स्टाफ के कार्य की नियमित मानीटरिंग की जाती है,

(4) वितरण स्टाफ की पुनः तैनाती की जाती है,

(5) डाक के शीघ्र वितरण के सरल बनाने के लिए जनता की पोस्ट बॉक्स और पोस्ट बैंग किराए लेने के लिए प्रत्साहित किया जाता है ।

Parallel Murkt't System for I.PC

1550. SHRI U.S. DUTTA: Will the Minister
ol PETROLEUM AND NATURAL GAS be
pleased lo stale:

(a) whether certain malpractices have been crept into the parallel market system lor LPG and kerosene since 1993;

(b) If so, the details thereof;

(c) what are the recommendations of Abrar Ahmed Committee Report on customer services; and

(d) whether these have been implemented; and If so, the details thereof/

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAP. SATISH SHARMA):
(a) and (b) In February, 1993, Government allowed the private agencies to Import and market kerosene and LPG by setting up/using their own Infrastructure and distribution net-work ut market determined prices under their own terms. Some reports have come lo the notice hi" the Government about the malpractices by the parallel marketeers of kerosene and LPG. The State and Union Territory Governments have been advised lo bun collection of deposits by parallel marketeers without their making adequate arrangements for supply of these products. Resides, they have also been advised to verify the genuineness, antecedents and capabilities of persons/ agencies Intending to take up activities under the parallel marketing system and to take appropriate action against persons who have been found Indulging In fraudulent and unfair trade practices. Public have also been suitably advised and warned through press releases that they must find out the antecedents, genuineness and capabilities of concerned parallel marketeers before entering Into any transaction with them. MRTP Commission also tukes action against persons/firms/companles indulging In

unfair iradc practices, Further, in order In protect Iheir interests mul lo educate the prospective customers mul distributor!*, de, uhoul the genuineness and ciipiihilities of the parallel marketeers, u system of rating of perullcl marketeers for evaluation of Iheir capabilities, infrastructure net-work and readiness to carry out professed business and deliver goods and services promised, has been Introduced.

(c) and (d) In June, 1992, Ministry of Petroleum and Natural Gas set up a Group of Members of Parliament lo examine various aspects of supurious LPG cylinders entering into the marketing system and lo suggest ways and means lo improve the murkellugof LPG In general with emphasis on checking the entry of spurious cylinders into (he marketing network. Most of the recommendations which have been accepted/accepted with modification by the Government have been Implemented or arc under implementation. The main recommendations of the Group about customer
services are:—

(a) Customers Service Cell should be made more effective.

(b) Senior Officers of Oil Companies shouldmeet customers/forums for solving customer grievances.

(c) Customers are free to purchase LPG stove from any source. Action should be taken against distributors who forced sale of stoves.

(d) Second telephone for distributors selling more then 4000 refills per months.

(c) Impart training to delivery boys/ distributos' staff for courteous behaviour.

Chukniu Refugees of Arunachal Pradesh

1.151. SHRI NYODEK YONGGAM: Will the Minister of HOME AFFAIRS be pleased lo state:

(a) whether it is a fact that Chakma refugees of India including the Chakma refugees of Arunachal Pradesh have approached UNHRC (United Nations Human Rights Commission), NHRC (National Human Rights Commission) lo investigate inhuman treatment given to Ihcm by the Government of Arunachal Pradesh;

(b) 11 so, what is lite reaction of Government
thereto?

(c) whether there is any prima facie cases
of inhuman treatment meted lo Chakma refugees in Arunachal Pradesh by the State Government; and

(d) If so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI P.M. SAYEED): (a) and (b) The Chakmas settled in Arunachal Pradesh had approached the National Human Rights Commission (NHRC) alleging violation of their human rights by llie Government of Arunachal Pradesh. There Is no information as to whether they had also approached the United Nations Human Rights Commission. On receipt of some reports of the problems faced by the Chakmas, the Central Government had advised the State Government lo take necessary steps for providing security to all residents and to ensure normal supplies of essential commodities and medical facilities in the Chakma inhabited areas.

(c) and (d) Some such reports were received. The Stale Government was advised to ensure security, normal supply of essentialcommodities and medical facilities in the areas Inhabited by Chakma refugees in Arunachal Pradesh.

Discontinuance of Certificate of Proficiency Exam for Radio Officers

1552. SHRI RAMACHANDRAN PILLAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether It Is a fact that Department of Telecommunications has announced vide Its Notification published In the Hindustan Times dated 3rd February, 1995 that Certificate of Proficiency Part I examination for Radio Electronic Officers will not be conducted after the present session of March-April, 1995 due to probable Introductions of Global Maritime Distress Safety System;

(b) whether Government have received representations from various Marine Radio Officers Training Institutes opposing this sudden discontlnance of C.O.P. examinations; and